

# CARE Hawaii Strategic Plan 2018

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CARE's Strategic Plan for 2018 was developed based on the following information and experience.

## **Information reviewed from external sources included:**

1. The 1<sup>st</sup> Quarter of 2018 report by the Hawaii State Department of Business and Economic Development Adult Mental Health
2. The Hawaii State Adult Mental Health Division's FY 2007 - 2013 Summary Report

(as of February 2018, there has been no update to this report from the Hawaii State Department of Health therefore the information in this report has been gathered from multiple reports and sources within the State of Hawaii)

3. Uniform Application FY 2016/2017 - State Behavioral Health Assessment and Plan Substance Abuse Prevention and Treatment Block Grant
4. Hawaii State Department of Education (DOE) data provided in various Requests for Proposals produced by the DOE.
5. Hawaii State Department of Developmental Disabilities (DD) data provided in various Requests for Proposals produced by the DD.

## **Information gathered by CARE on its own performance included:**

1. Satisfaction surveys of CARE's consumers, employees, and stakeholders
2. Accessibility surveys of CARE's consumers and employees

## **Monitoring of legislative and regulatory issues**

1. CARE closely follows legislative activities to ascertain the impacts of legislative actions on the provision of services
2. CARE, through its legal counsel and insurance consultants continually updates its understanding of the impact of the regulatory environment on CARE's services and operations

## **Collaborative Relationships with stakeholders**

CARE maintains continual contact with the stakeholders through which CARE is contracted to provide services through attendance at regularly scheduled meetings with the stakeholders, as well as ongoing communication as the needs arise. These stakeholders include the Hawaii State Departments of Health, Judiciary, and Human Services, as well as private insurance companies

## **Awareness of Hawaii's Behavioral Health CARE services**

CARE monitors the availability of behavioral health services throughout the state as provided by all sources on an ongoing basis to continuously assess CARE's opportunities to meet service delivery needs.

## **Financial Considerations**

CARE continuously seeks opportunities for financial growth through the following methods:

- Networking for business development
- Building strong relationships with stakeholders
- Remaining current with industry trends
- Streamline operations to ensure costs are kept to minimum
- Implementing a robust IT system to take advantage of technologies which reduce costs
- Consistently consulting with CARE's independent accounting firm to ensure the best financial systems are in place to keep financing costs at a minimum

CARE's financial challenges are identified at least annually by CARE's Executive Leadership Council and include a risk assessment of both internal and external threats.

CARE's business capacity is primarily dictated by our responses to Hawaii State Requests for Proposals and contracts with insurance companies to provide behavioral health services. Most contracts specifically declare the selection of consumers to be seen, the amount of consumers and geographical location

## **Future Trends and Business Challenges**

Based on the above information and activities, CARE's strategic plan is developed to:

1. Maintain flexibility in financial operations to ensure judicious and timely reaction from management during financial and other challenges.
2. Adhere to evidence based practices for the population served and strive for clinical excellent to promote wellness and protect public safety.
3. Collaborate with various organizations, stakeholders and funding sources to engender the broadest support for CARE's services.
4. Utilize information technology to the extent possible to foster and improve communication between CARE and its stakeholders.
5. Provide education to the community to reduce the stigma associated with the mentally ill and addicted populations.